



Complaint Management

In the case of a complaint from a resident, a resident's family member, or any other member of the community, a complaint can be made to the Board of Directors Governance Committee Chair via the info@savagesisters.org email address. Complaints can also be filed directly with the Pennsylvania Department of Drug and Alcohol Programs. Complaints can be sent to DDAPS at (717)783-8675 or email them at RA-DAAPI_DIVISION@pa.gov. The process for complaints made to Savage Sisters Recovery, Inc are brought to the Audit Subcommittee by the Chair of the Governance Committee. From there, it is the Audit Subcommittees responsibility to investigate the complaint, and respond appropriately. Complaints are to be investigated within 30 days of the complaint made, action, and responses to the individual filing the complaint must be provided within 45 days. All community members are provided with the complaints process, info@savagesisters.org email contact, and informed of the complaint process on the Savage Sisters website **Contact** Page, under **Complaints**, at <https://savagesisters.org/contact>.